

Results of the Comprehensive Internal Audit at Dulaty University

In accordance with the procedures of ISO 9001:2015, in January and February 2024, the Accreditation, Ranking, and Quality Assurance Department conducted a comprehensive internal audit of the activities of all structural divisions of Dulaty University, including departments, deans' offices, divisions, centers, etc.

Before the start of the audit, the Strategic Development Department held an opening meeting with the internal auditors and heads of the structural divisions, where they were familiarized with the audit program and its key criteria.

The audit involved 5 auditing teams consisting of experienced faculty members and department staff. All auditors hold a valid certificate from the Kazakh Quality Organization and are certified as «Internal Auditors of the Quality Management System in accordance with the requirements of ISO 9001:2015 (ST RK ISO 9001-2016)».

During the audit, the following was determined:

- The activities of 22 structural divisions were found to meet the required standards.
- 266 non-conformance reports were issued for 98 structural divisions, signed by the heads of the respective departments. Of these, 146 reports pointed to significant non-conformities, and 120 indicated minor issues.

At the end of the internal audit, a closing meeting was held, corrective action plans were developed, and work on these actions was initiated. A two-week deadline was set for correcting the identified non-conformities in the academic and administrative divisions. For more complex issues, such as building repairs and equipment procurement, a longer period for resolution is required, involving university leadership and significant financial resources.

All identified non-conformities are recorded in the non-conformance log for monitoring their resolution and preventing future occurrences. The results of the comprehensive internal audit were reviewed and discussed at the Academic Council of Dulaty University, with corresponding decisions made.



